



**RESEARCH AND PUBLICATION CENTER**  
Institute of Economy and Enterprise Studies  
In collaboration with



# 2nd

**Regional Student Research Congress & Regional Conference on recent issues and trends in Business, Accounting, Management, and Economics**

# IEES 2023

## CONFERENCE PROGRAM

**July 21, 2023**

via zoom powered Quipper

### CONFERENCE OBJECTIVES:

This conference tries to:

- a) To stimulate the exchange of ideas and foster collaboration among faculty, students, and graduate researchers by highlighting the importance of data-driven research and its impact on economic recovery;
- b) To empower students and young researchers to elevate their research efforts in addressing industry - specific challenges, bridging the gap between theoretical knowledge and practical application; and
- c) To provide a platform for showcasing innovative, data-driven situations to economic disruptions, thereby fostering a culture of research and development that can drive sustainable economic recovery.

### CONFERENCE SPEAKERS



**Keynote Speaker**

**DR. MICHAEL B. BATU**  
University of the Fraser Valley  
Canada



**Plenary Speaker 1**

**DR. SAKET JESWANI**  
OP Jindal University  
India



**Plenary Speaker 2**

**DR. DEWI FAENI**  
Universitas Bhayangkara Jakarta Raya  
Indonesia

**The pathway to job satisfaction among employees of business process outsourcing as a consequence of work engagement and human resource management practices: a mixed methods study**

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**ABSTRACT**

This study determined how human resource management practices and work engagement influence the employees` job satisfaction in the business process outsourcing companies in Davao region. Using a mixed method convergent design 323 participated in the survey, while 17 BPO employees for the qualitative interviews. Descriptive and Inferential statistics were used to analyze the quantitative data while thematic analysis for the qualitative results. Convergent design was used within the pragmatic philosophical worldview. Based on the findings, the overall performance of human resource management practices, work engagement, and job satisfaction are all high. Comparatively, the human resource management practices, and work engagement significantly influenced the job satisfaction; meanwhile, human resource management practices revealed as the best predictor in quantitative data. There were two forms of integration revealed in this study these are merging confirmation and merging expansion. While, the results of human resource management and job satisfaction, the qualitative data shaped merging expansion due to the results that they did not disaffirm nor affirm with the quantitative results. In addition, work engagement in qualitative data revealed the merging confirmation due to the consistency of qualitative results to the quantitative results.

Keywords: *business management, human resource management, convergent, BPO employees, mixed methods, Philippines*